

## **Rule 13 - Grievance Complaints and Procedure**

### **13.10 Complaints**

Any citizen or employee of a covered department may make and file a written complaint of lack of enforcement or non-compliance with the provisions of Redmond Municipal Code 2.12 and the Rules of the Redmond Civil Service Commission. The Chief Examiner shall take and file said complaint or petition. The complaint shall set forth in detail the facts constituting the alleged lack of enforcement or noncompliance, specify the time or times of occurrence and the department and names of officials accused thereof. Every complaint shall be signed by the complainant verifying the matters stated in said complaint to be true to the complainant's knowledge or belief.

### **13.20 Notification of Affected Parties**

The Chief Examiner shall submit a copy of the complaint or petition to the head of the affected department and each official or employee named in the complaint.

### **13.30 Investigation**

The Chief Examiner, if he/she is not directly a party, shall investigate and make recommendations to the Civil Service Commission, which may include an agreement or adjustment of the complaint by the City or affected department. Refer to Rule 14.10 if the Chief Examiner is a party to the complaint. If the investigation reveals probable cause for the complaint, and the complaint is not otherwise remedied, the Commission shall call for a hearing on the complaint to be conducted as provided in Rule 14, Section 14, "Hearings and Investigations."

### **13.40 Procedures for Filing Objections to Examinations**

#### **(A) Objections to Question or Answer**

- (1) An objection to a question or answer must be in writing and must identify by number the question(s) or answer(s) at issue, and explain in detail the reasons for the objection. A dated copy of the objection will be given to the employee filing the objection.
- (2) The objection must be filed with the Chief Examiner of the Commission within ten (10) business days following the date of the examination.

- (3) The Chief Examiner shall review the objection and submit recommendations to the Commission within ten (10) business days of receipt of the objection.
- (4) The Commission shall conduct or direct such investigation and review as it deems appropriate and shall make its findings and decision within thirty (30) calendar days of receipt of the Chief Examiner's recommendation.

(B) Objections to Scoring

- (1) Unofficial scores will be posted within ten (10) business days after the examination.
- (2) Objections to scoring of the examination must be in writing and must explain in detail the reasons for the objection.
- (3) The objection must be filed with the Chief Examiner within ten (10) business days following the posting of the examination results.
- (4) The Chief Examiner shall review the objection and if the objection cites a clerical or calculation error the Chief Examiner shall make the necessary correction. If the objection raises issues other than clerical or calculation errors, the Chief Examiner shall, within ten (10) business days, forward the objection, along with recommendations to the Commission.
- (5) The Commission shall conduct or direct such investigation and review as it deems appropriate and shall make its findings and decision within thirty (30) calendar days of receipt of the Chief Examiner's recommendations.

**13.50 Procedures for Filing Objections to Eligibility List**

Objections to an eligibility list must be in writing and must explain in detail the reasons for the objection. The objection must be filed with the Chief Examiner of the Commission within ten (10) business days of the posting of the eligibility list. If the objection concerns a clerical error, the Chief Examiner shall make any correction which may be in order. If the objection concerns a matter other than a clerical error, the Chief Examiner shall review the objection and make recommendations to the Commission within ten (10) business days. The Commission shall conduct or direct such investigation and review as it deems appropriate and shall make its findings and decision within thirty (30) calendar days of receipt of the Chief Examiner's recommendation.

### **13.60 Hearings on Objections to Examinations and Eligibility Lists**

The Commission may, if it deems it necessary in the conduct of its investigation of an objection, conduct a hearing on the objection at which interested parties may appear and be heard. Any person filing an objection, or any other person who took the examination, may request the Commission to conduct a public hearing, which shall be held upon approval of two members of the Commission. All interested parties may appear and be heard at such a hearing. In the event a public hearing is held, the time period for the Commission to complete its findings and decision shall be extended an additional ten (10) business day.

### **13.70 Participation in Testing Pending Decision on Objections**

In the event that a subsequent phase of the examination is scheduled to occur during the period between filing of an objection to a question, answer or to scoring and issuance of findings and a decision by the commission, the person filing the objection shall be permitted to participate in the subsequent phase of the examination pending the outcome of consideration of the objection.

### **13.80 Appeal of Rejection of Application for Examination**

Any party whose application for an examination has been rejected shall have the right to appeal. The appeal must state the reason, in writing, upon which the appeal is based. The appeal must be filed with the Chief Examiner of the Commission within ten (10) business days of receipt of the notice of disqualification. The Chief Examiner shall review the objection and submit recommendations to the Commission within ten (10) business days of receipt of the objection. The Commission shall conduct or direct such investigation and review as it deems appropriate and shall make its finding and decision within thirty (30) business days of receipt of the Chief Examiner's recommendation.